

## ***Glenbriar releases Greeting Assistant 1.0 for VoIP call centres***

VANCOUVER, British Columbia, July 28, 2005 . . . Glenbriar Technologies Inc. (CNQ:GBRT) is pleased to announce the initial release of *Greeting Assistant*, business software which delivers enhanced productivity to VoIP call centres.

Glenbriar's *Greeting Assistant 1.0* allows call handlers in VoIP call centres to greet and manage incoming callers from multiple companies, branches and sites using instant, real-time company, branch or location-specific information. *Greeting Assistant* is scalable from a single location sharing operators or receptionists in executive and shared office environments to international call centres serving multiple locations virtually anywhere. Each call handler, client company, and incoming caller can be at independent locations.

*Greeting Assistant* features a simple to use Windows based greeting screen which permits custom instructions for each client company or location, on-screen editing, call screening for incoming calls, and one-click forwarding to a local, cell phone or other phone number. *Greeting Assistant* uses a standalone multi-user database, and is quickly set up using an install wizard. While the initial release is based upon integration with the ShoreTel VoIP System Operator Call Manager, it can be customized to work with other platforms.

In addition to providing professional handling of incoming calls, *Greeting Assistant* delivers savings through reduced training costs, easy maintenance and more efficient call handling.

### *About Glenbriar*

Glenbriar Technologies Inc. (CNQ:GBRT) is a business technology solutions provider headquartered in Calgary, with locations in Alberta, British Columbia and Ontario. Glenbriar creates and supports information technology management solutions for small and medium enterprises, including IT outsourcing and consulting, VoIP and call centre solutions. Glenbriar's Peartree Software Inc. division in Kitchener-Waterloo, Ontario, creates and supports business software solutions for specific market verticals, including manufacturers, distributors and dealerships. See [www.glenbriar.com](http://www.glenbriar.com) and [www.ptsoft.com](http://www.ptsoft.com) for more details.

*The CNQ has not reviewed and does not accept responsibility for the adequacy and accuracy of this information.*

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